

# Navigation Guide

for State of New Hampshire Members  
calling CIGNA's Member Services

**1-800-CIGNA-24 (1-800-244-6224)**

**1**

**Enter 1**  
("...currently enrolled in CIGNA HealthCare plans.")

**2**

**Enter 1**  
("...for medical plan questions.")

**3**

**Enter your Social Security Number or Member ID**  
(the number on your ID card), followed by the # sign.

**4**

**Enter the eight-digit date of birth of the member you are calling about.**  
(example, 01191972, for January 19, 1972.)

**5**

**Enter the eight-digit date of birth of the caller.** (If you are calling about yourself you'll enter the same date of birth as you did in Step 4.)

**6**

The system will announce the name of the member you are inquiring about. Verify that the name is correct by **entering 1 for Yes**, and **2 for No**.

**7**

**Enter 1** (for prescription questions) or **Enter 2** (for medical questions).

**8**

**Select from the following options:**

- Questions on a claim or bill – **Enter 1**
- Eligibility or Benefit information – **Enter 2**
- PCP Selections/changes – **Enter 3**
- Participating providers or facilities – **Enter 4**
- 24-Hour Health Information – **Enter 5**
- ID card requests and all other questions – **Enter 6**

## Notes:

- During any time, after Step 8, you may Enter 0 to take you to the zip code verification and then the State of NH Member Services team.
- Steps 3 – 5 are designed to ensure privacy of your medical information as required by federal law.
- CIGNA cannot accept demographic changes from you directly. These should be changed with the State of New Hampshire, who will send the change to CIGNA. All eligibility changes, including changes to name spelling, addresses, and dependent information, must be changed through your employer as follows:
  - By logging into the Online Benefits System at [www.nh.gov/hr](http://www.nh.gov/hr) ([www.nh.gov](http://www.nh.gov)- then pick Human Resources on the left of the page)
  - By contacting your local Online Benefits System (OBS) Administrator or Human Resources representative
  - For retirees, by calling: 603.271.3351

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